

August 26, 2011

To: Executive Board

Subject: **Performance Indicators Report Fiscal Year 2011 Report**

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## Recommendation

Receive and file the Fiscal Year 2011 Performance Indicators Report.

## Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded by the farebox for June 2011 were 1,184,577. This is in line with June 2010 figures. For the fiscal year Foothill Transit recorded 14 million boardings. This represents a decrease of three percent from FY 2010 ridership levels.
- **Fare Revenue** – Total fare revenue for June 2011 was \$1,398,192 resulting in an average fare of \$1.18 per boarding. This is 8.5 percent below June 2010 revenue levels. However, FY 2011 revenues of \$17.2 million are approximately 4.75 percent higher than the previous fiscal year.
- **Operating Expenses** – Total operating expenses for June 2011 were \$4,839,049 resulting in an average cost per service hour of \$85.99. The FY 2010 operating expense was \$59.4 million, which is below the performance target and represents an overall decrease of almost five percent from FY 2010.
- **Accidents** – There were eight preventable accidents in June 2011 for an average of 0.73 accidents per 100,000 miles for the month. In FY 2011, Foothill Transit recorded 0.45 accidents per 100,000 miles. This is a two percent improvement from the previous fiscal year.
- **Customer Complaints** – Foothill Transit recorded 8.5 complaints per 100,000 boardings for June 2011, representing 2.5 complaints per 100,000 miles more than June 2010 levels. Complaints for the fiscal year were just above the target at 8.7 complaints per 100,000 boardings.
- **Schedule Adherence** – This month 89.4 percent of all trips surveyed were on time. This is an improvement of four percent when compared to June 2010. Foothill Transit averaged 83 percent on-time performance for FY 2011.

Executive Board Meeting – 8/26/10  
Performance Indicators Report Fiscal Year 2011 Report  
Page 2

## Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

### Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

### Boarding and Revenues

Boardings in June 2011 were 1,184,577. This is in line with June 2010 figures. It is common to see a slight decrease in ridership at the end of the school year. In the 2010-2011 school year, several school districts within Los Angeles County began summer vacation toward the end of May. This is the second year they've adjusted schedules to accommodate additional furlough days within the school year. Toward the end of the FY 2010, the economic recession had reached its peak and the unemployment rate was recorded at a high of 13 percent within Los Angeles County. In July 2010, service reductions were implemented along with a \$0.25 increase in the base fare. As anticipated, overall ridership declined as a result of these factors, with the greatest impact seen on Foothill Transit's Commuter Express service. Overall boardings in the fiscal year were 14 million. This is three percent below the previous fiscal year average.

Total fare revenue for June 2011 was \$1.4 million, producing an average fare per boarding of \$1.18. This is a decrease of nine percent when compared to June 2010 figures. However, for the fiscal year, Foothill Transit recorded \$17.2 million in fare revenues. While fare revenues have increased, total operating expenditures have decreased and FY 2011 expenditures were \$59.4 million. This is six percent below the previous fiscal year.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

**Goal #1 – Operate a Safe Transit System** – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Executive Board Meeting – 8/26/10  
Performance Indicators Report Fiscal Year 2011 Report  
Page 3

## Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.80 preventable accidents per 100,000 miles for this fiscal year. In June 2011 there were a total of eight accidents, producing an average of 0.73 preventable accidents per 100,000 miles for the month. There were a total of 9,946,290 miles driven in service for the entire fiscal year. For every 100,000 miles, 0.45 preventable accidents occurred. This reflects a 2.5 percent improvement over the previous fiscal year average.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

**Goal #2 – Provide Outstanding Customer Service** - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

## Complaints per 100,000 Boardings

In June, 8.5 complaints per 100,000 boardings were recorded. This is above the performance target of 7.5. Of the 101 complaints received during the month, 50 were related to schedule adherence. There were also 30 complaints related to operator courtesy, 15 that were related to safety, and six related to fares. For the fiscal year overall complaints averaged 8.73 per 100,000 boardings, representing a decrease of 4.2 percent when compared to the previous fiscal year. Along with the fare increase and service reductions previously mentioned, a number of street rehabilitation projects within the service area negatively impacted overall system-wide schedule adherence which also resulted in an increase in the complaints figure.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

## Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In June 2011 the agency achieved an average of 89.4 percent on-time performance on all lines. This is below the performance target of 90 percent, but reflects an increase of four percent over June 2010 figures. The FY 2011 schedule adherence figure of 83 percent is also below the performance target and represents a four percent decrease from the previous fiscal year.

## Average Hold Time

Data available from the phone systems at our five Transit *Stores* and our administrative offices allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The average hold time figure of 23 seconds during June 2011 is well below the performance target of 50 seconds. For the fiscal year the average hold time was 24 seconds. This is also below the performance target and is an improvement of 9.3 percent over FY 2010. The Transit *Store* management team continuously monitors the call queue to ensure calls are being answered in an efficient and timely manner.

Executive Board Meeting – 8/26/10  
Performance Indicators Report Fiscal Year 2011 Report  
Page 4

Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In June 2011, Foothill Transit averaged 28,905 miles between service interruptions. This is well above the fiscal year target of 15,000 miles. This indicator not only measures overall performance of Foothill Transit's maintenance departments, but also reflects customer delays as a result of service interruptions. For the year there was an average of 32,074 miles between service interruptions. When compared to the previous fiscal year, this represents an improvement of 60 percent.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

**Goal #3 – Operate an Effective Transit System** - Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 21 boardings per vehicle service hour in June 2011. This is just above the fiscal year performance target of 20 and is also an 11 percent improvement over June 2010 figures. The 56,275 service hours operated during the month also reflect a decrease of 11 percent from June 2010. For the fiscal year the average boardings per service hour figure was 20.8, which is an improvement of seven percent when compared to FY 2010. Total service hours in FY 2011 were 671,178. This is a decrease of almost ten percent when compared to FY 2010.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In June 2011, the agency averaged 45,911 boardings per weekday. This is above the fiscal year target of 42,500 boardings per weekday and on par with June 2010 figures. For the fiscal year, average weekday boardings were 46,641. This is a slight decrease of one percent from the previous fiscal year.

Attachment I, Average Weekday Boardings, show the trend of this indicator.

**Goal #4 – Operate an Efficient Transit System** - Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in June was \$85.99, which is below the fiscal year target of \$92.91. For the fiscal year, the average cost per service hour was \$88.63. This is an increase of four percent over the previous fiscal year; however it is five percent below the fiscal year target of \$92.91.

Executive Board Meeting – 8/26/10  
Performance Indicators Report Fiscal Year 2011 Report  
Page 5

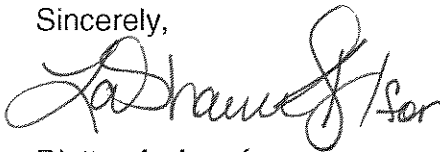
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio

The June 2011 farebox recovery ratio was 28.89 percent. This is well above the FY 2011 performance target of 24.15 percent. For the fiscal year the farebox recovery ratio was 29 percent, which is also above the fiscal year target and represents an increase of 11 percent over FY 2010 figures. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Dietter A. Aragón  
Planning Manager

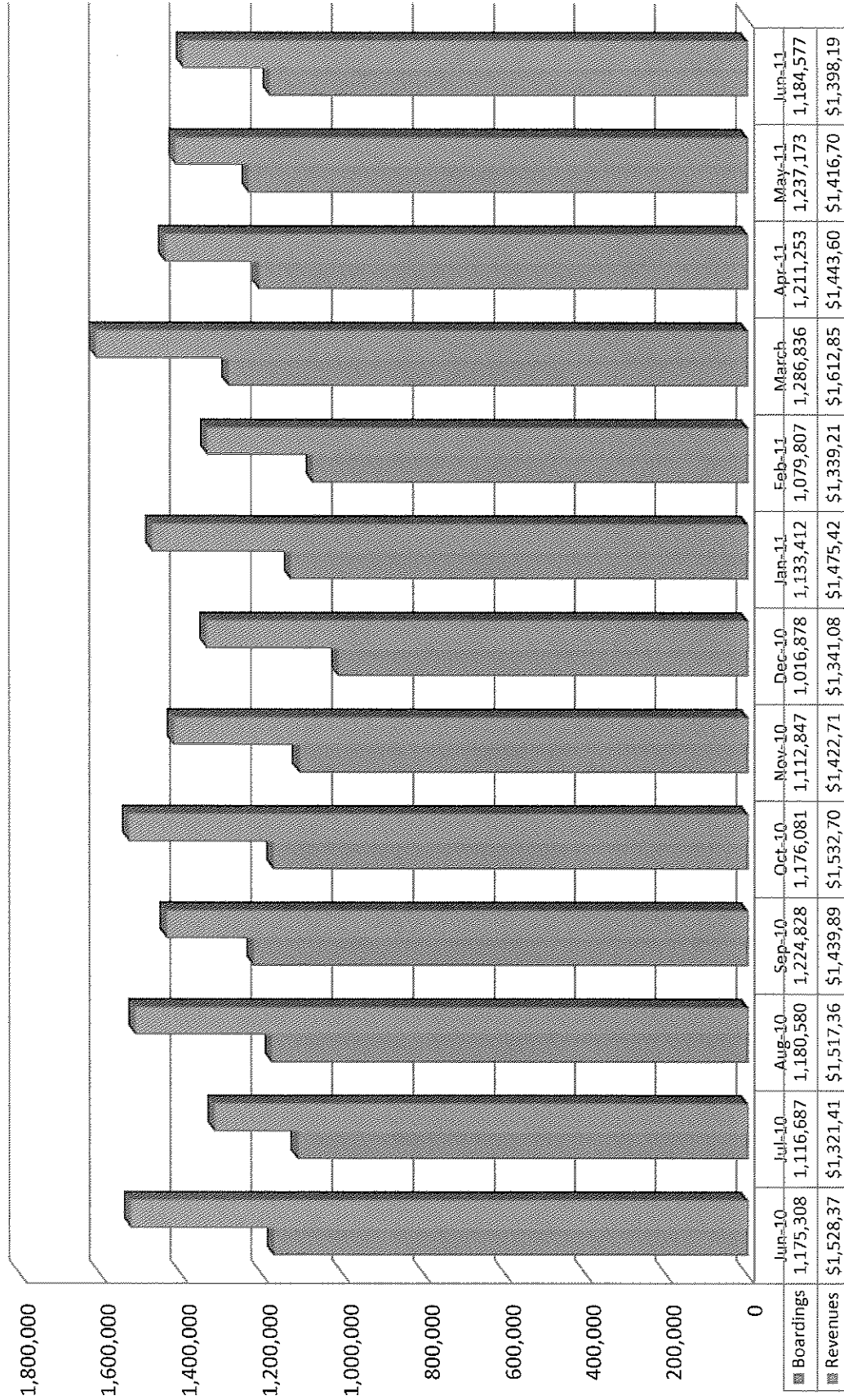


Doran J. Barnes  
Executive Director

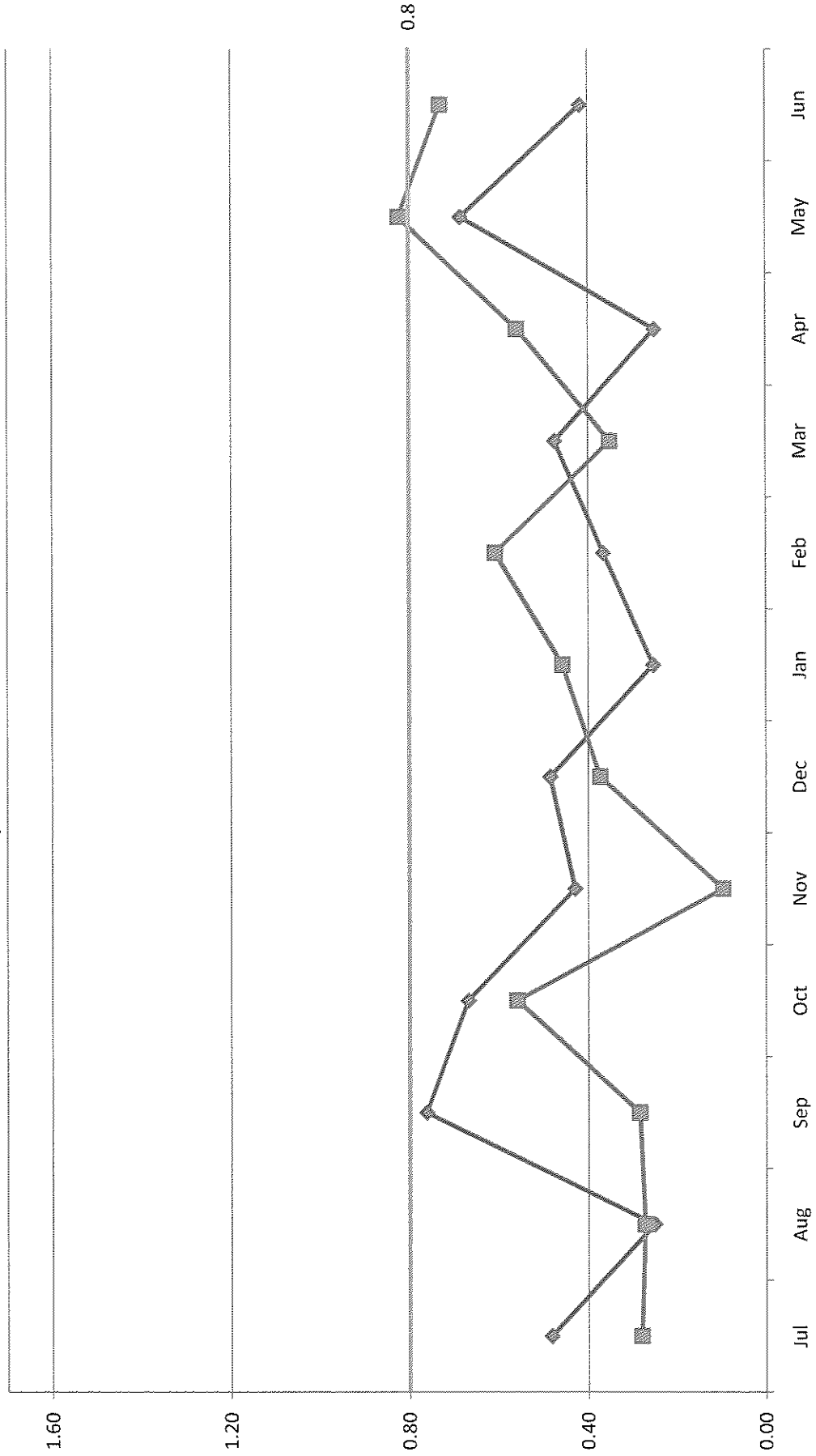
Attachment A: Key Indicators Report  
June-11

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,184,577	N/A	1,175,308	0.79%	N/A	13,985,056	N/A	14,436,713	-3.13%
	Vehicle Service Hours		56,275	N/A	62,268	-9.62%	N/A	671,178	N/A	745,530	-9.97%
	Total Fare Revenue	B	\$1,398,192	N/A	\$1,528,379	-8.52%	N/A	\$17,263,857	N/A	\$16,481,247	4.75%
	Total Operating Expense		\$4,839,049	N/A	\$4,583,547	-5.57%	N/A	\$59,486,550	N/A	\$63,513,225	6.34%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.73	X	0.42	-74.80%	0.80	0.45	X	0.46	2.55%
	Complaints per 100,000 Boardings	D	8.53		5.96	-43.16%	7.5	8.73		5.98	-45.88%
Provide Outstanding Customer Service	Schedule Adherence	E	89.4%		85.7%	4.26%	90%	83.0%		86.7%	-4.20%
	Average Hold Time	F	0:23	X	0:18	-27.78%	0:50	0:24	X	0:26	9.38%
	Average Miles Between Service Interruptions	G	28,905	X	22,642	78.33%	15,000	32,074	X	19,266	60.07%
Operate an Effective Transit System	Boardings per Vehicle Service Hour	H	21.0	X	18.9	11.11%	18.7	20.8	X	19.4	7.22%
	Average Weekday Boardings	I	45,911	X	45,533	0.83%	42,500	46,641	X	47,178	-1.14%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$85.99	X	\$73.61	-16.82%	\$92.91	\$88.63	X	\$85.19	-4.04%
	Farebox Recovery Ratio	K	28.89%	X	33.34%	-13.35%	24.15%	29.02%	X	25.95%	11.84%

## Attachment B: Total Boardings vs. Total Revenues

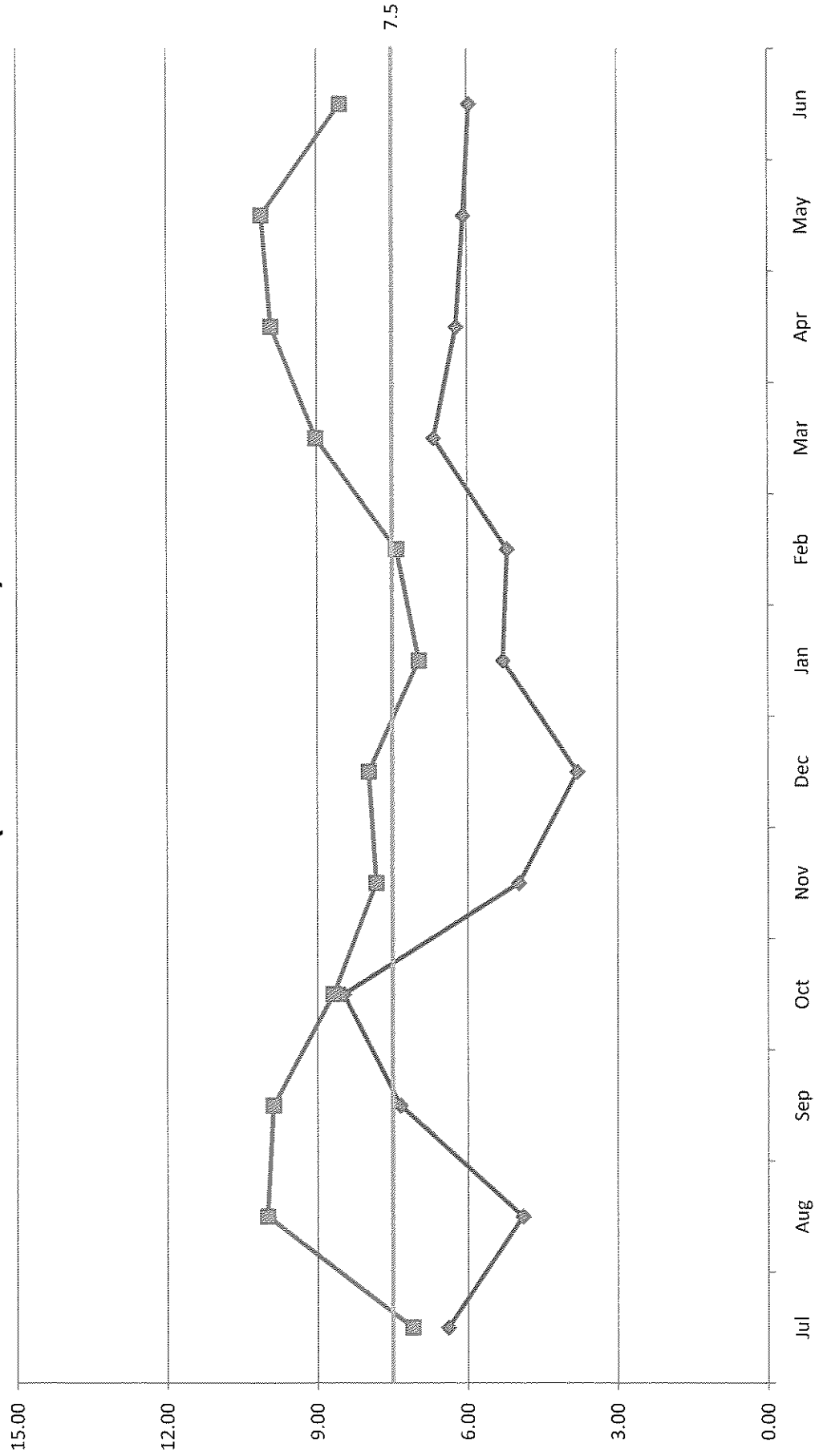


# Attachment C: Preventable Accidents per 100,000 Miles (Lower is Better)

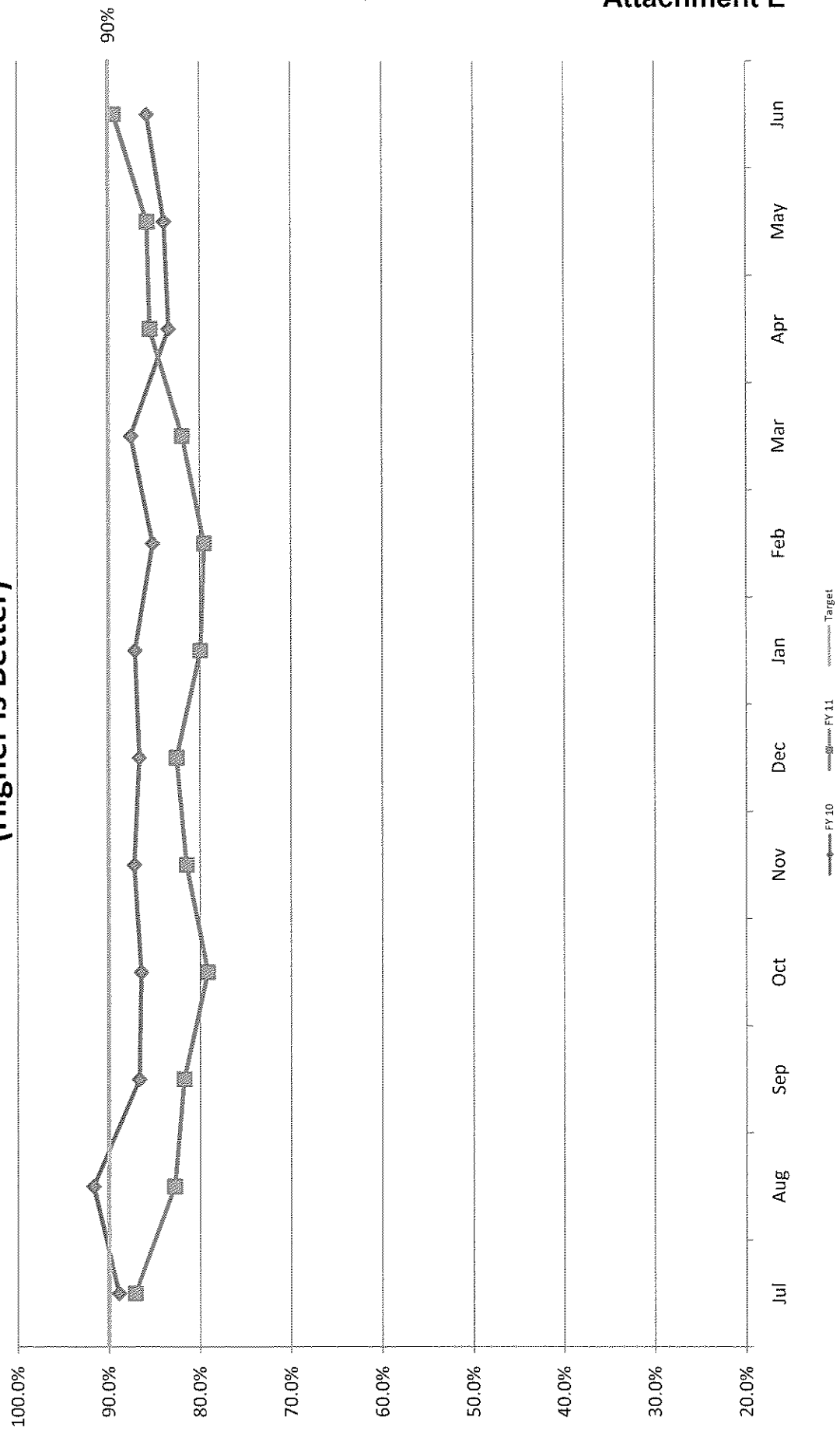




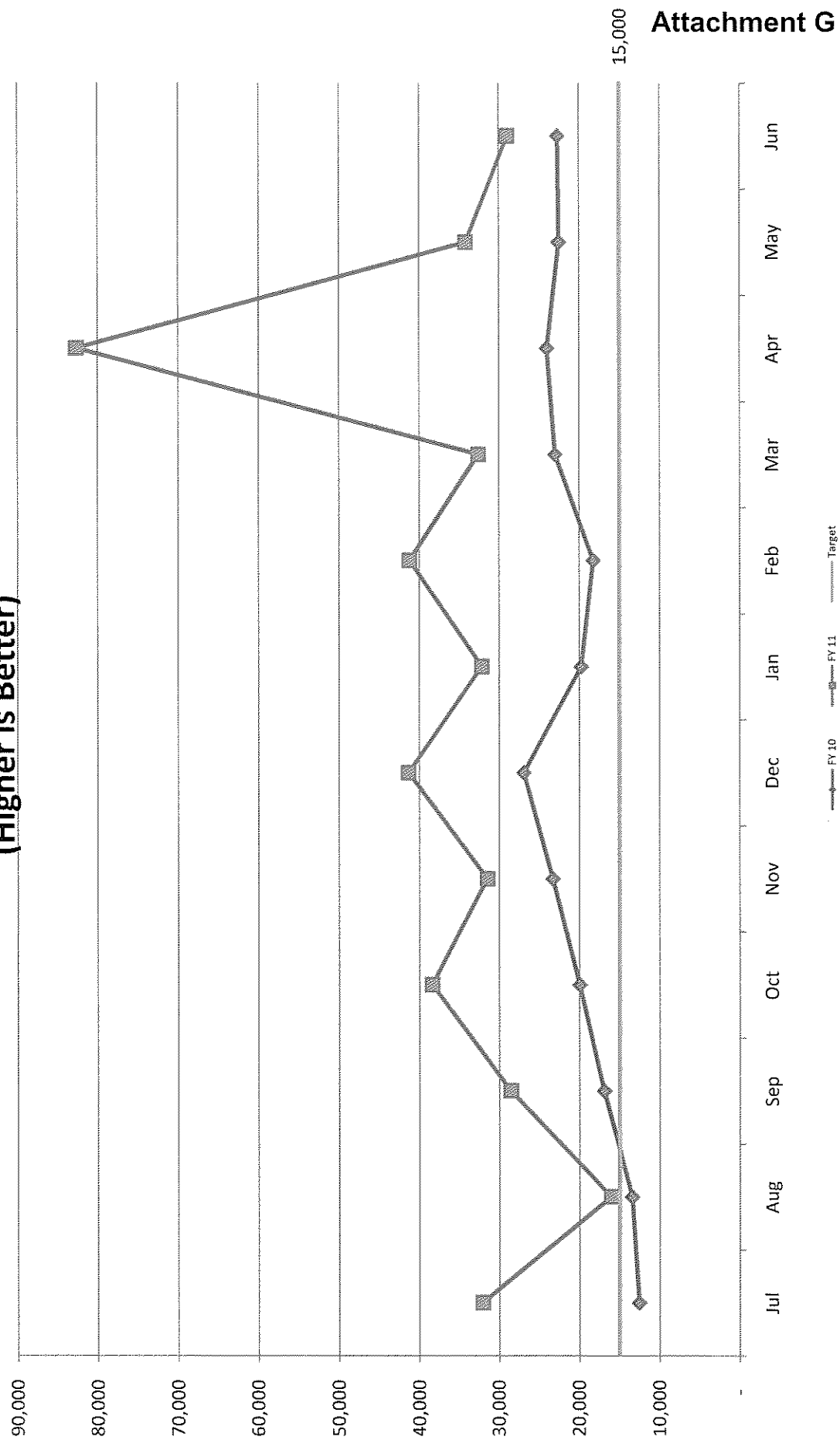
# Attachment D: Complaints per 100,000 Boardings (Lower is Better)



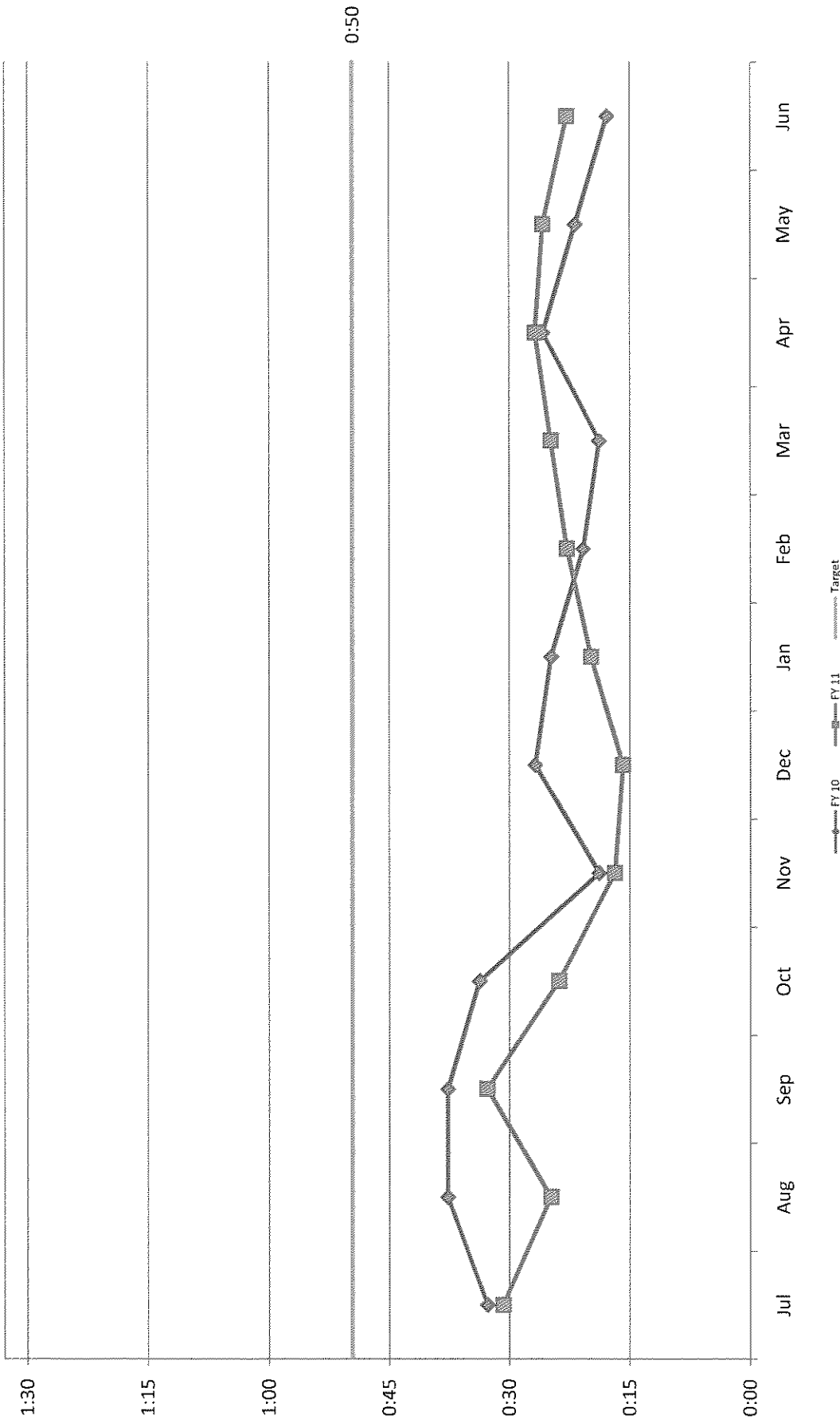
## Attachment E: Schedule Adherence (Higher is Better)



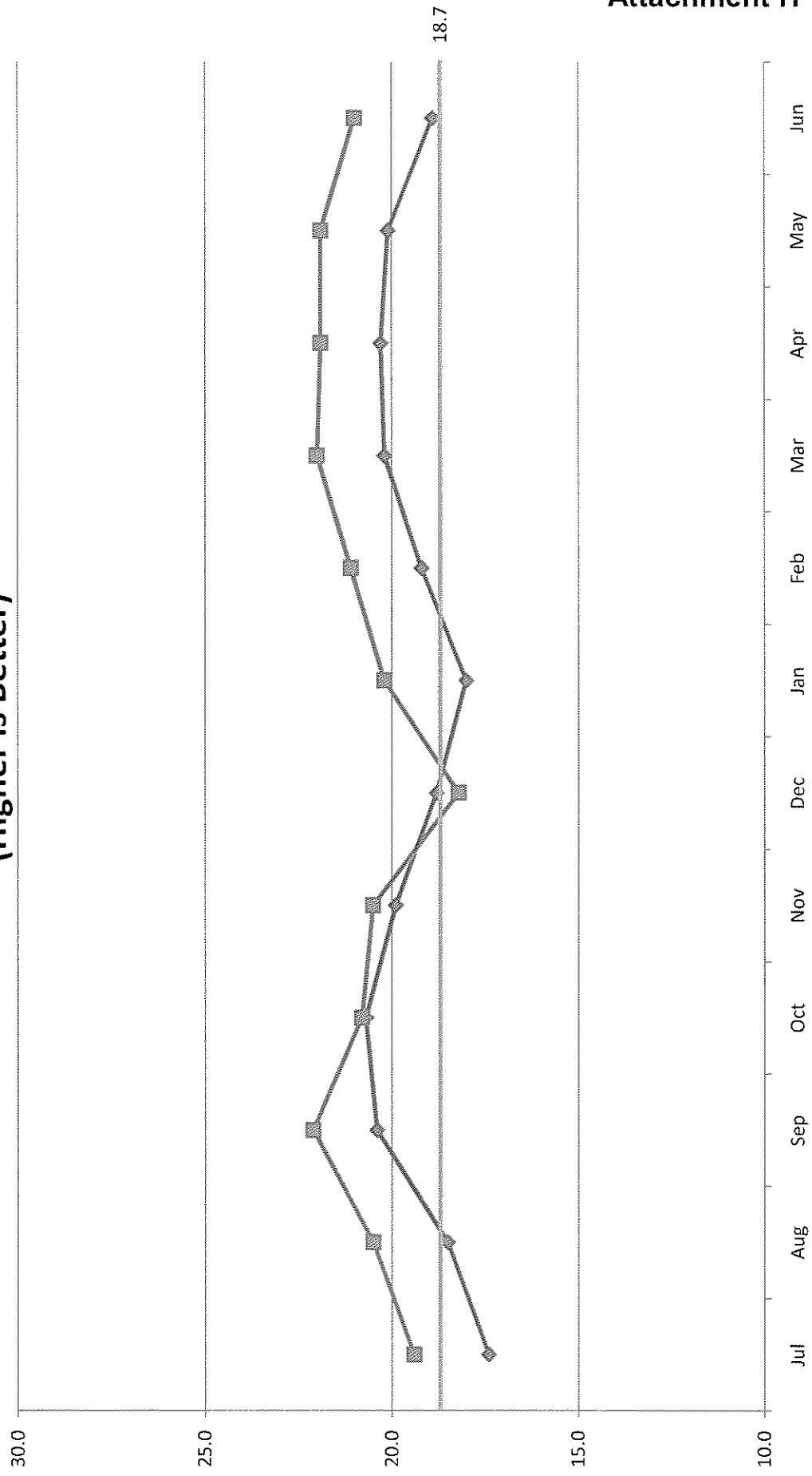
# Attachment G: Average Miles Between Service Interruptions (Higher is Better)



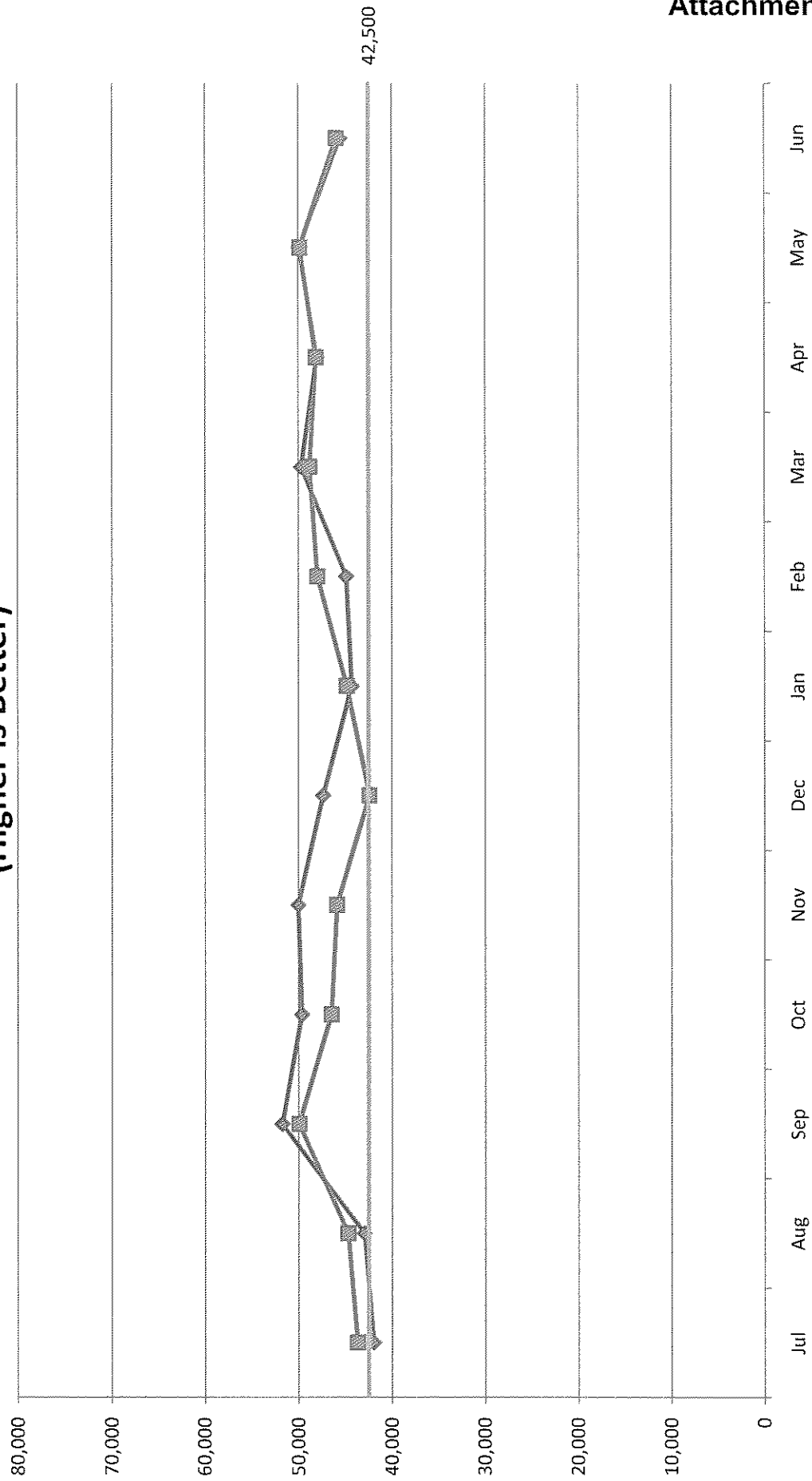
Attachment F: Average Hold Time  
(Lower is Better)



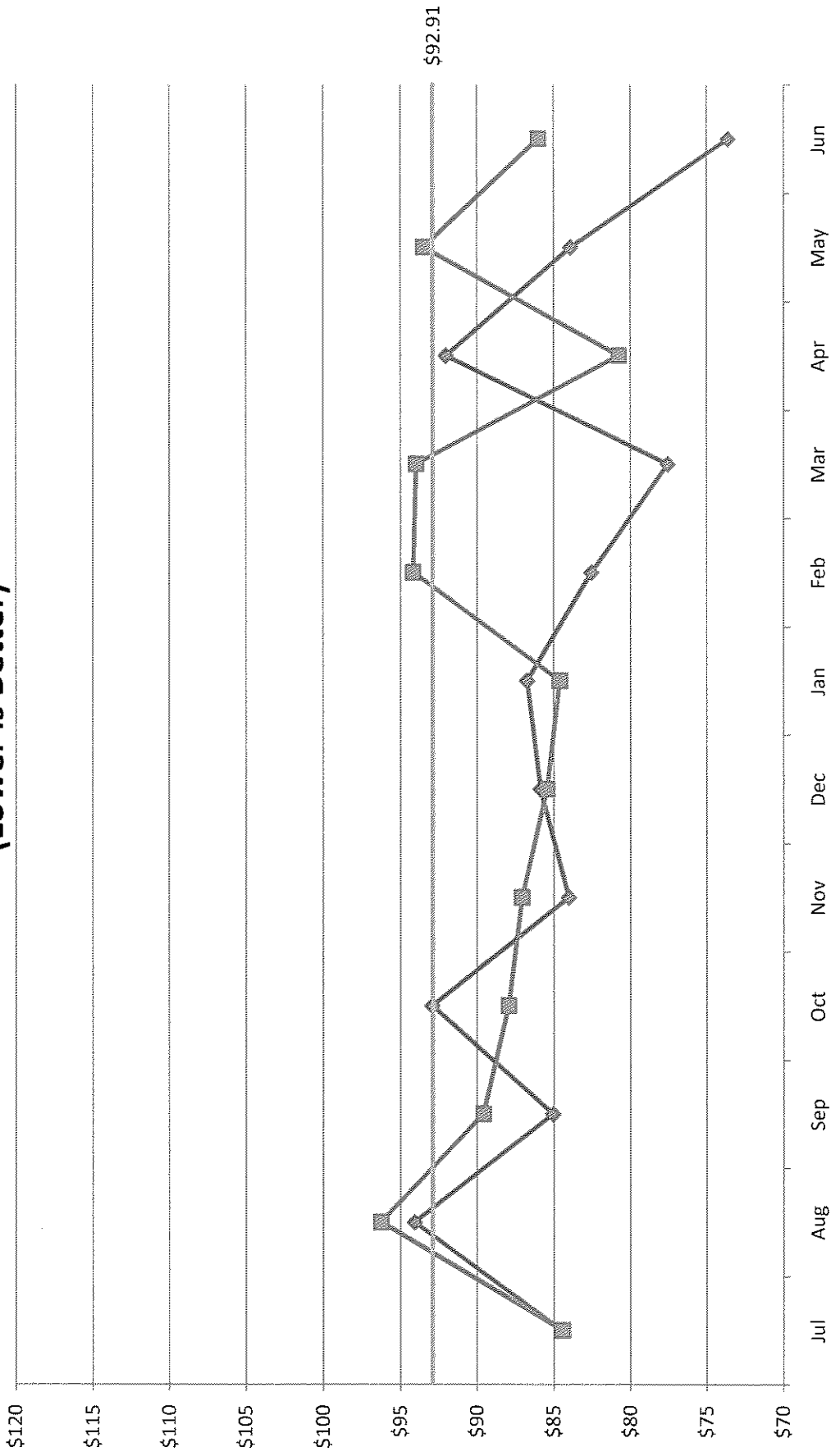
## Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



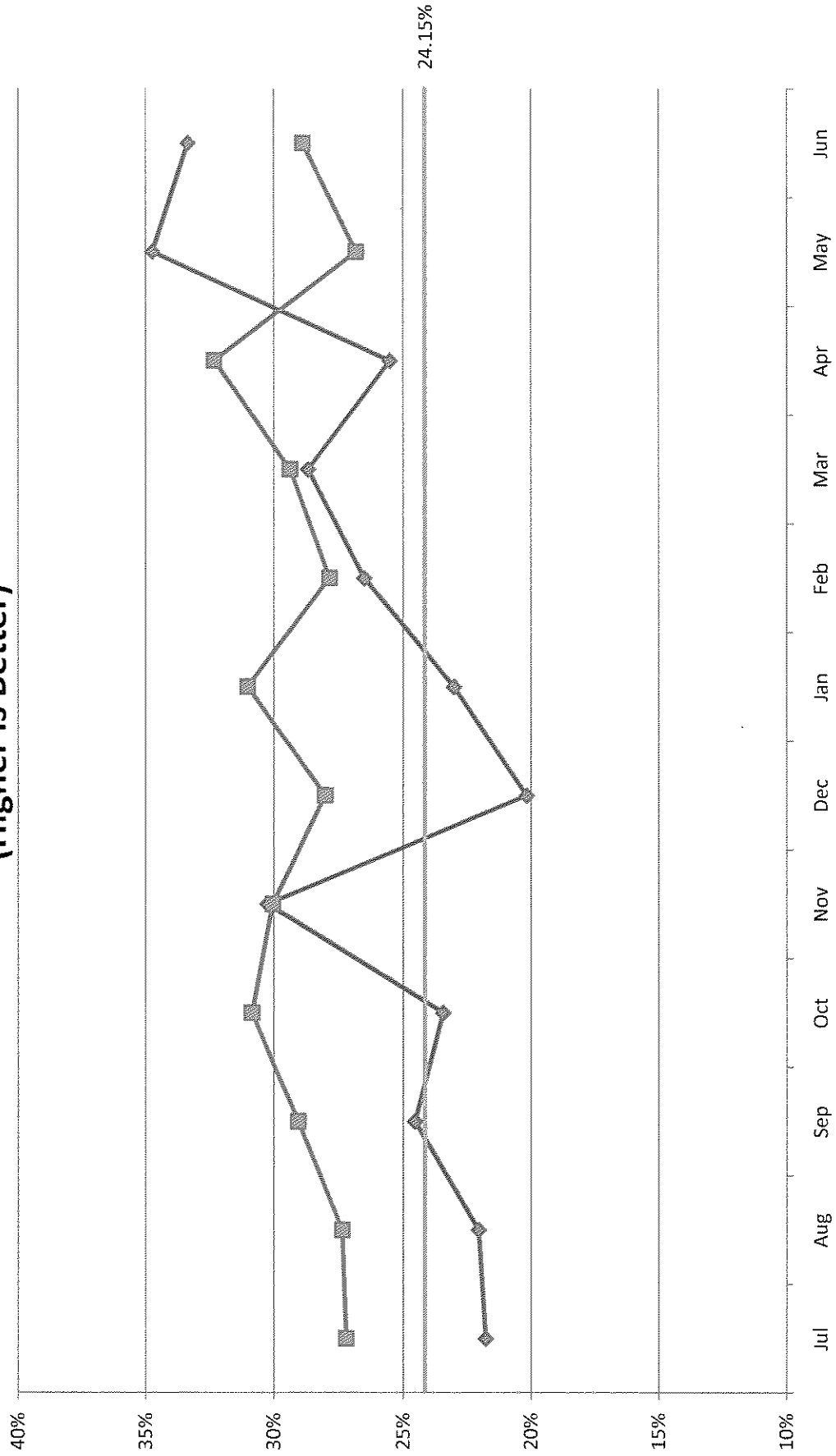
# Attachment I: Average Weekday Boardings (Higher is Better)



Attachment J: Average Cost per Vehicle Service Hour  
(Lower is Better)



# Attachment K: Farebox Recovery Ratio (Higher is Better)





Attachment L: Operations Report - Total System  
June-11

Goal	Current Month	Same Month Prior Year	% Improvement	Performance Target	FY 11 Year to Date	YTD Meets/Exceeds	FY 10 Year to Date	% Improvement
Average Fare per Boarding	\$1.18	\$1.30	-9.23%	\$1.20	\$1.23	X	\$1.03	19.81%
Average Cost per Boarding	\$4.09	\$3.90	-4.75%	\$4.97	\$4.25	X	\$4.40	3.32%
Average Subsidy per Boarding	\$2.90	\$2.60	-11.74%	\$3.77	\$3.02	X	\$3.37	10.39%
Total Vehicle Miles	1,098,385	1,200,002	-8.47%	N/A	12,925,690	N/A	14,333,934	-9.82%
Vehicle Service Miles	833,816	942,689	-11.55%	N/A	9,946,290	N/A	11,265,794	-11.71%
Total Vehicle Hours	66,280	73,217	-9.47%	N/A	789,267	N/A	878,635	-10.17%
In-Service Speed	14.8	15.1	-2.13%	N/A	14.8	N/A	15.1	-1.93%
Boardings per Vehicle Service Mile	1.42	1.25	13.95%	N/A	1.41	N/A	1.28	9.72%